

For Immediate Release
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California State Board of Equalization Extends Call Center Hours in January

800-Number Hours Extended During Peak Filing Period to Better Serve Taxpayers

The California State Board of Equalization (BOE) today announced it will extend its Taxpayer Information Section call center operating hours beginning January 12, 2009 through February 2, 2009 in an effort to reduce wait times and better serve taxpayers during this peak return filing period.

Taxpayers can call the toll-free 800-number: **800-400-7115** from 8:00 a.m. to 7:00 p.m. starting Monday, January 12, through Thursday, January 29; on Friday, January 30 from 8:00 a.m. to 8:00 p.m.; and on Monday, February 2, from 8:00 a.m. until 12:00 Midnight.

The Taxpayer Information Section call center first extended its hours of operation in October 2008, BOE's most recent peak filing period. In October, more than 58,400 calls were answered, an increase of nearly 20,000 calls over October 2007.

As BOE continues to transition taxpayers to efilings rather than submitting paper returns, the Taxpayer Information Section call center is providing customized assistance to help taxpayers. Taxpayers are being informed they will no longer receive paper returns from BOE, leading to an increase in the number of calls to the call center. More than 104,000 taxpayers filed their tax returns by [efile](#) in October 2008 and it is anticipated that there will be more first time efilers in the current tax filing period.

The Call Center answers more than 400,000 calls per year from taxpayers, tax practitioners, and the general public. In addition to extending hours, more Call Center representatives will be available to answer phone inquiries; and depending on the volume of calls, hours may be extended further to assist taxpayers.

Call Center toll-free number: 800-400-7115

If you are calling from outside of the 48 contiguous states, please call 916-445-6362 to reach our Taxpayer Information Call Center. TDD service for the hearing impaired is available at 800-735-2929 and 800-735-2922 from voice phones. Normal Call Center operating hours are Monday through Friday from 8:00 a.m. to 5:00 p.m. (Pacific Time), excluding state holidays.

Best Times to Call the Toll-Free 800-Number

Historically, callers experience the shortest wait times from 8:00 a.m. to 9:00 a.m. each day. Generally, the highest volume of calls received daily is between 12:00 p.m. and 1:00 p.m. In addition, the last week of the month has a higher than average volume of calls. Taxpayers calling during this time may experience longer wait times or a busy signal rather than get immediate assistance due to the increase in the number of taxpayers filing returns by efile for the first time.

Local Assistance is Also Available at California State Board of Equalization Offices Statewide

The BOE has 23 local field offices available to assist taxpayers. To find the office closest to you, visit www.boe.ca.gov/info/phone.htm.

The BOE is committed to helping all California businesses and individuals comply with the state's complex and changing tax laws. BOE offers a full range of services tailored to the diverse needs of the state's businesses—from [electronic services](#) to personal assistance with tax compliance questions.

The five-member California State Board of Equalization (BOE) is a publicly elected tax board. The BOE collects more than \$53 billion annually in taxes and fees supporting state and local government services. It hears business tax appeals, acts as the appellate body for franchise and personal income tax appeals, and serves a significant role in the assessment and administration of property taxes.

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